GOVERNMENT OF INDIA
RAILWAYS
LOK SABHA

UNSTARRED QUESTION NO:3823
ANSWERED ON:08.08.2002
DYNAMIC POLICY OF RAILWAYS TO FILL UP VACANT SEATS
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Will the Minister of RAILWAYS be pleased to state:

(a) whether the Railways have observed the various innovative marketing strategies adopted by the airlines and other travel systems to fill vacant seats;

(b) if so, the steps, the railways have taken to evolve and implement a dynamic policy to fill up vacant seats in the medium haul journeys;

(c) whether the difficulty being face in buying tickets is also one factor for the middle class travelling public turning to tourist buses and other forms of road transport;

(d) if so, the way by which the railway propose to make purchase of tickets an easy task; and

(e) the impediments involving such a policy to attract the travelling public to use the Railways ?

Answer

(MINISTER OF STATE IN THE MINISTRY OF RAILWAYS) (SHRI BANDARU DATTATRAYA)

(a) Yes, Sir.

(b) to (e): Following steps have been taken by the Railways to fill up the vacant seats and to make the purchase of tickets easier for the general public:-

i. To fill up vacant seats during lean period, the details showing availability of accommodation in the trains is published by the Railways in newspapers, website, etc.

ii. For reserved tickets, 750 computerised Passenger Reservation System (PRS) locations have been opened as on 31.7.2002, from where passengers can book seats/berths in any train in any class on first come first served basis.

iii. About 1400 Self Printing Ticket Machines (SPTMs) have been provided at around 300 locations for purchase of unreserved tickets.

iv. Additional counters are opened to clear extra rush wherever necessary and feasible.

v. City Booking Agencies and Out Agencies have also been opened at various locations.

vi. For the convenience of those passengers, who do not want to go to reservation offices for purchasing ticket, around 700 Rail Traveller's Service Agents (RTSAs) have been appointed all over the country who have been authorized to purchase the tickets on behalf of passengers by standing in queue ,like a normal passenger and after realizing prescribed service charges from them.

vii. Issue of reserved tickets through Internet has been started in Delhi area.